

# REAL ID: **TIPS TO HELP PREPARE FOR AN OFFICE VISIT**

City and County of Honolulu • Department of Customer Services

## Tips to Help Prepare for an Office Visit

- Use the online document guide to be sure you have the correct documents needed before coming to the Driver Licensing Center for your driver's license or state ID.
- P.O. Box numbers are not acceptable to indicate a Hawaii principal residence address unless a number and street name have not been assigned for U.S. mail delivery. An address convention used by the U.S. Postal Service is acceptable.
- **Make an appointment online:** Use [AlohaQ](#) to schedule an appointment for your Driver's License transaction, including renewals and duplicates, at your choice of five full-service Driver Licensing Centers, or, at select Satellite City Halls for Hawaii driver license or state ID duplicate or renewal transactions.
- **Don't wait:** You can renew up to six months prior and still keep your birthdate expiration date.
- **Know where to go:** Driver's license and state ID services are available at the five Driver Licensing Centers across the island. Hawaii driver's license and state ID renewal services are also available at the Downtown, Hawaii Kai, Pearlridge Mall, and Windward City Satellite City Halls.
- **Forms of payment that are accepted at Driver Licensing Centers:** Cash, Credit or Debit cards with the Visa, MasterCard, or Discover logo, or Check drawn on U.S. funds made payable to City and County of Honolulu
- A service fee of 2.35% of the total credit card payment will be assessed.
- ***Please allow six to eight weeks to receive your permanent driver's license in the mail.***
- **Request a duplicate driver's license online:** Don't stand in line, request an exact driver's license duplicate online [HERE](#). You pay by credit card and the duplicate license will be mailed to the address on file. The online service is for an exact duplicate. Initial REAL ID-compliant driver's licenses cannot be issued online at this time. This online option is not available for state ID renewals and duplicates because state law requires that state ID renewals and duplicates must be done in person.

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